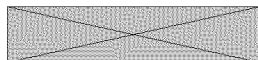**To:**   artimia.tina@epa.gov[artimia.tina@epa.gov]
From: Microsoft Outlook
Sent: Sun 8/9/2015 12:30:35 AM
Subject: Undeliverable: Fwd: Gold King Blowout - need for IMT/RSC members
Fwd: Gold King Blowout - need for IMT/RSC members

Your message to artimia.tina@epa.gov couldn't be delivered.

artimia.tina wasn't found at epa.gov

Videtich.Callie   **Office 365**   **artimia.tina**

Action Required   Recipient

Unknown TO address

How to Fix It

The address may be misspelled or may not exist. Try the following:

- **Retype the email address then resend the message.**
- **Clear the recipient nickname cache in Outlook or Outlook Web App by following the steps in this article:** NDR Response Code 5.1.10 in Exchange Online and Office 365.
- **Contact the recipient (by phone or instant messaging, for example) to check that the address is correct.**
- **The recipient may have set up mail forwarding to an incorrect address. Ask them to check that any forwarding they've set up is working correctly.**

If the problem continues, forward this message to your email admin.
Was this helpful? Send feedback.

More Info for Email Admins

This error occurs because the sender sent a message to someone whose mailbox is hosted by Office 365 but the email address is incorrect or doesn't exist. The error is reported by the recipient's email system, but most often it must be fixed by the person who sent it.

A common example of when this can happen is when the recipient changes their email address but the sender picks the person from their recipient nickname list in Outlook or Outlook Web App. The nickname cache doesn't yet know about the new e-mail address · it has stored the out-of-date email address information -- so when the message is sent the wrong address is used, even though the sender chose the right recipient.

Another example is if the recipient is an Office 365 user but a license is not assigned to the user. In the Office 365 Admin Center check that the user has a valid license assigned to it.

Sometimes it needs to be fixed by the recipient or the recipient's email admin, for example, when the recipient has created a mail forwarding rule to an incorrect address, or if there's a problem with their email address directory. If the sender is using the correct recipient address, and it's still not working, send a test message from another user mailbox to see if it's an issue unique to this sender. If you reproduce the problem sending from another user account, ask the recipient or the recipient's email admin to confirm that the recipient address exists, is correct, and is working. Suggest they check for misbehaving forwarding rules or possible email address directory issues (such as directory synchronization issues).

For more information, see NDR Response Code 5.1.10 in Exchange Online and Office 365.

Original Message Details

Created Date:	8/9/2015 12:30:34 AM
Sender Address:	Videtich.Callie@epa.gov
Recipient Address:	artimia.tina@epa.gov
Subject:	**Fwd: Gold King Blowout - need for IMT/RSC members**

Error Details

Reported error:	*550 5.1.10 RESOLVER.ADR.RecipientNotFound; Recipient not found by SMTP address lookup*
DSN generated by:	SN1PR09MB0797.namprd09.prod.outlook.com

Message Hops

HOP	TIME (UTC)	FROM	TO	WITH	RELAY TIME
1	8/9/2015 12:30:35 AM	SN1PR09MB0685.namprd09.prod.outlook.com	SN1PR09MB0685.namprd09.prod.outlook.com		1 sec
2	8/9/2015 12:30:35 AM	SN1PR09MB0685.namprd09.prod.outlook.com	SN1PR09MB0797.namprd09.prod.outlook.com	Microsoft SMTP Server (TLS)	*

Original Message Headers

```
Authentication-Results: epa.gov; dkim=none (message not signed) header.d=none;
Received: from SN1PR09MB0685.namprd09.prod.outlook.com (10.162.2.148) by
 SN1PR09MB0797.namprd09.prod.outlook.com (10.162.101.143) with Microsoft SMTP
 Server (TLS) id 15.1.225.19; Sun, 9 Aug 2015 00:30:35 +0000
Received: from SN1PR09MB0685.namprd09.prod.outlook.com ([10.162.2.148]) by
 SN1PR09MB0685.namprd09.prod.outlook.com ([10.162.2.148]) with mapi id
 15.01.0219.023; Sun, 9 Aug 2015 00:30:35 +0000
Content-Type: application/ms-tnef; name="winmail.dat"
Content-Transfer-Encoding: binary
From: "Videtich, Callie" <Videtich.Callie@epa.gov>
```

To: "artimia.tina@epa.gov" <artimia.tina@epa.gov>, "Chavez, Luke"
          <Chavez.Luke@epa.gov>
CC: "O'Connor, Darcy" <oconnor.darcy@epa.gov>
Subject: Fwd: Gold King Blowout - need for IMT/RSC members
Thread-Topic: Gold King Blowout - need for IMT/RSC members
Thread-Index: AdDRRdrhERHxB3iCQGebrPmmW6sgwQAw7p9gAAxBX4g=
Date: Sun, 9 Aug 2015 00:30:34 +0000
Message-ID: <FFF55DB8-CB79-4452-8F5E-85C72DB72338@epa.gov>
References:
<DM2PR09MB0320C096B221C389B43EADA087720@DM2PR09MB0320.namprd09.prod.outlook.com>
In-Reply-To:
<DM2PR09MB0320C096B221C389B43EADA087720@DM2PR09MB0320.namprd09.prod.outlook.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach:
X-MS-TNEF-Correlator: <FFF55DB8-CB79-4452-8F5E-85C72DB72338@epa.gov>
MIME-Version: 1.0
X-Originating-IP: [2600:100e:b029:ee38:f8a9:96ac:f60c:774e]
Return-Path: Videtich.Callie@epa.gov
X-Microsoft-Exchange-Diagnostics:
          1;SN1PR09MB0797;2:/CkYYgMY1QI294KXugEavZkG7I6lvFWR2+sNjvNP8+b5zblK/9vzGy17PanXpL
X-Microsoft-Antispam: UriScan:;BCL:0;PCL:0;RULEID:;SRVR:SN1PR09MB0797;
X-Microsoft-Exchange-Diagnostics:
          1;SN1PR09MB0797;20:vj5IO2eFjBnXpqbsWrQ0+hitQ0TNp3P8f/s+34QsSV9WCesNrAXG7orn3aJv5
X-Exchange-Antispam-Report-Test: UriScan:;
X-Exchange-Antispam-Report-CFA-Test:
          BCL:0;PCL:0;RULEID:(601004)(3002001);SRVR:SN1PR09MB0797;BCL:0;PCL:0;RULEID:;SRVR
X-Forefront-Antispam-Report:
          SFV:SKI;SFS:;DIR:INB;SFP:;SCL:-
1;SRVR:SN1PR09MB0797;H:SN1PR09MB0685.namprd09.prod.outlook.com;FPR:;SPF:None;LANG:en;
X-Microsoft-Exchange-Diagnostics:
          1;SN1PR09MB0797;23:Xtjz5EiUmRScu60uIn87WFwPxeLbQdj4fy7TKzDyeoWkVX+pJhEGwsVfRUK97
SpamDiagnosticOutput: 1:0
SpamDiagnosticOutput: 1:0
X-MS-Exchange-CrossTenant-OriginalArrivalTime: 09 Aug 2015 00:30:34.5354
  (UTC)
X-MS-Exchange-CrossTenant-FromEntityHeader: Hosted
X-MS-Exchange-CrossTenant-Id: 88b378b3-6748-4867-acf9-76aacbeca6a7
X-MS-Exchange-Transport-CrossTenantHeadersStamped: SN1PR09MB0797